

Massachusetts Division of Insurance
Annual Report of Membership
in Insured Preferred Provider Plans by Plan Type
as of December 31, 2003

| 2003 Massachusetts Insured Preferred Provider Plan Members ¹ By Plan Type | 2003 MA Members | 2002 MA Members | 2002 to 2003 Change of Members | 2003 Market Penetration | 2002 Market Penetration | 2002 to 2003 Change in Market Penetration |
|--|-----------------------|-----------------------|--------------------------------------|-------------------------------|-------------------------------|---|
| MEDICAL Insured Preferred Provider Plans | 363,923 | 374,814 | (10,891) | 5.66% | 5.83% | -0.17% |
| DENTAL Insured Preferred Provider Plans | 411,602 | 370,807 | 40,795 | 6.40% | 5.77% | 0.63% |
| VISION Insured Preferred Provider Plans | 145,465 | 112,539 | 32,926 | 2.26% | 1.75% | 0.51% |
| MENTAL HEALTH and SUBSTANCE ABUSE Insured Preferred Provider Plans | 10,155 | 11,015 | (860) | 0.16% | 0.17% | -0.01% |
| PRESCRIPTION DRUG EXPENSE Insured Preferred Provider Plans | 2,515 | 4,368 | (1,853) | 0.04% | 0.07% | -0.03% |

¹ Information reported by carriers offering an insured preferred provider plan, based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 2.1," which instructs carriers to exclude members for whom the carrier did not bear any financial risk.